Multi-Announcer

Models 311 and 310

Passive+Relay
Version 8.19

USER GUIDE

Multimessage Systems Ltd

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Introduction To Your Multi-Announcer

Read this section to get an overview of how your Multimessage Multi-Announcer works. This section also contains some important information about conditions for installing and connecting the unit

There are two models in the Multimessage Multi-Announcer range:

- The Model 311, which is fitted in a one-unit-high case and may be equipped to answer two, four or six telephone lines
- The Model 310, which is fitted in a three/five-unit-high case and may be equipped to answer up to 15/31 telephone lines

The instructions in this User Guide apply to both models, except for the installation instructions these apply to the Model 311 only; qualified engineers must install the Model 310.

Your Multimessage Multi-Announcer gives you the ability to play up to 63 pre-recorded announcements to your callers. Each caller hears the relevant announcement from the beginning. Each announcement can be assigned to just one port or to a group of ports, as you prefer. Some or all ports may have the same set of announcements; or each port may have a different one.

To record announcements and set up the system, you use an ordinary tone-dialling telephone; and you can modify the announcements and settings while the system continues to answer calls. You can also use recordings made on an external device such as a cassette recorder.

Approval Information

This apparatus has been approved for use with the following facilities:

- Auto-answering;
- Auto-clearing;
- All callers hear the announcement from the beginning;
- Call counters for each port and for system total;
- Announcements can be modified while the machine continues to answer calls;
- Controlled from simple telephone with tone dialling;
- Mains powered from 240 V AC, 100 mA, 24W peak;
- Battery backup - running for three hours; 45 hours memory retention (optional extended memory for Model 310 -running for ten hours: 135 hours memory retention).
- Solid-state storage of announcements.

System Capacity:

- 3.5 to 220 minutes on Model 310.
- 3.5 to 14 minutes on Model 311.
- 2 to 31 ports on Model 310.
- 2,4 or 6 ports on Model 311.
- Up to 63 announcements.
- Any announcement may be assigned to any port.
- Any port can be enabled, disabled or forced to drop the call in progress.
- Ports can be assigned to groups of lines.
- Connection of external tape recorder for audio input and output (-10dBm peak maximum input).

Any other usage will invalidate the approval of the apparatus if as a result it ceases to comply with the standards against which approval was granted.

Installation

These installation instructions apply to Multi-Announcer Model 311 only. Model 310 must be installed by engineers authorised by Multimessage Systems Ltd. If you are installing a Model 311 Multi-Announcer please make sure you follow the instructions carefully and in the order given.

Choosing A Suitable Site

The unit should be installed on a level, solid surface, where:

- The mains lead will reach a 240 V AC switched mains socket, preferably with a guard fitted so that it cannot be accidentally switched off.
- The telephone line cords will reach your telephone line sockets.
- There is a minimum of background noise, so that you can record your announcements satisfactorily.
- You can easily see the display (preferably at head height).
- The unit is away from direct sunlight or heating appliances
- Air can circulate around the unit (allow at least 10 mm clearance all round)
- The temperature is maintained between -10°C and 40°C.
- The unit is away from water or corrosive chemicals, particularly salt spray.

Unpacking The System

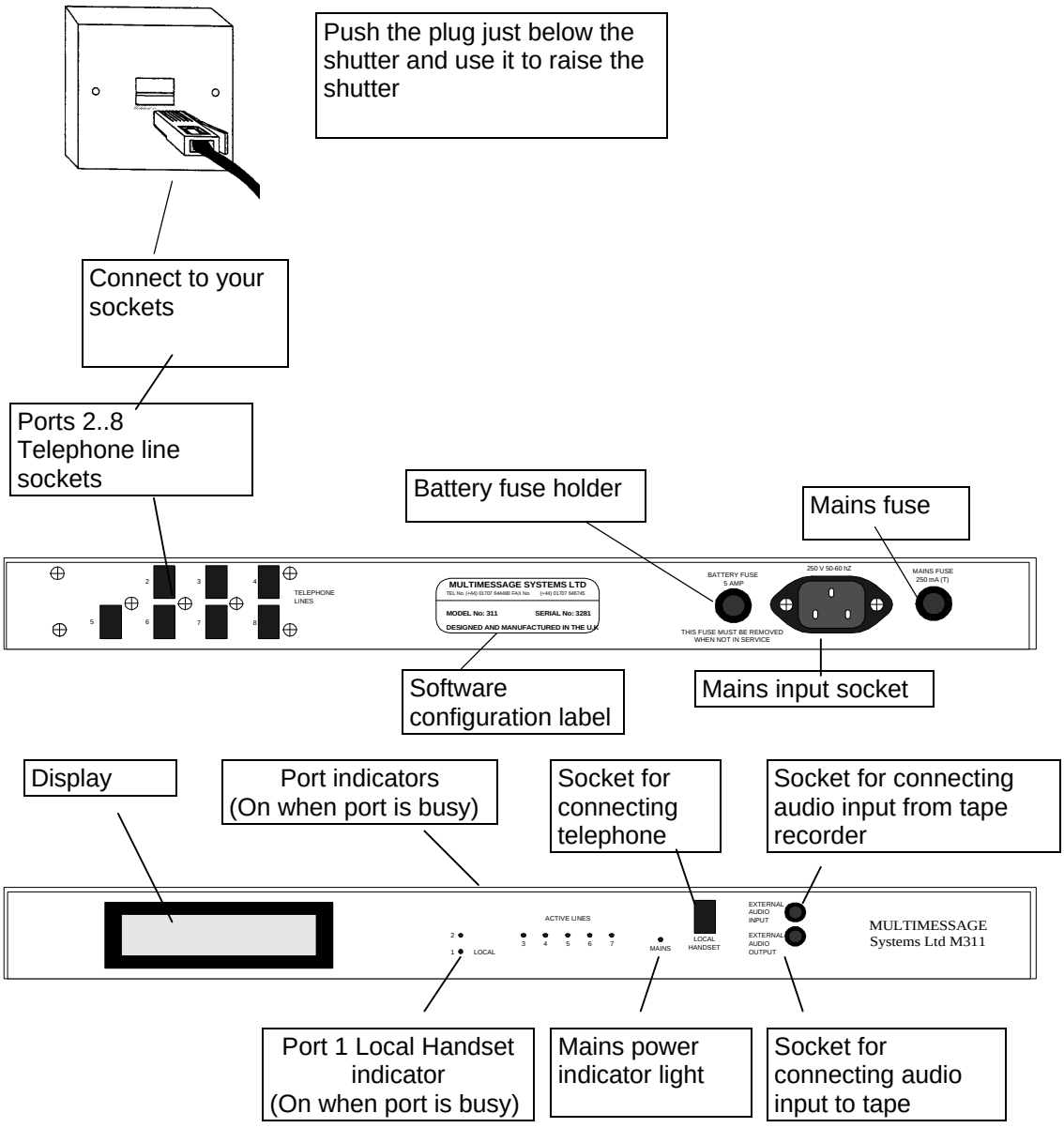
When you unpack the system from its box, you will find:

- The Model 311/310 Multi-Announcer.
- A mains lead with fitted plug (if you need to change the plug, refer to the 'Safety Information' page.
- The battery fuse.
- Telephone line cords (the quantity depends on the number of lines you purchased)/cable with krone termination strips.
- A telephone handset.
- This User Guide.

Connection And Conditions For Use

Multimessage Multi-Announcer Models 310 and 311 are approved for:
connection to two or more direct exchange lines from the public switched telephone network;
two or more extension lines on an approved call routing apparatus (PBX or key system).
These line may use either DTMF4 (tone) or loop-disconnect (pulse) signalling.
The apparatus is not suitable for connection as an extension to a payphone, neither to a shared-service (party) line or a 1+1 carrier system.
The Multimessage Multi-Announcer Model 311 is connected to the public network using the modular plug and socket system.
The Model 310 is hard-wired, and must be installed by an authorised engineer

Connections On Front And Rear Panels - M311


Push the plug just below the shutter and use it to raise the shutter
Connect to your sockets
Ports 2..8 Telephone line sockets
Battery fuse holder
Mains fuse
TELEPHONE LINES
MULTIMESSAGE SYSTEMS LTD
MODEL No: 311
SERIAL No: 3281
DESIGNED AND MANUFACTURED IN THE UK
BATTERY FUSE 5 AMP
250 V 50-60 hZ
MAINS FUSE 250 mA (T)
THIS FUSE MUST BE REMOVED WHEN NOT IN SERVICE
Software configuration label
Mains input socket
Display
Port indicators (On when port is busy)
Socket for connecting telephone
Socket for connecting audio input from tape recorder
ACTIVE LINES
LOCAL
MAINS
LOCAL HANDSET
EXTERNAL AUDIO INPUT
EXTERNAL AUDIO OUTPUT
MULTIMESSAGE Systems Ltd M311
Port 1 Local Handset indicator (On when port is busy)
Mains power indicator light
Socket for connecting audio input to tape

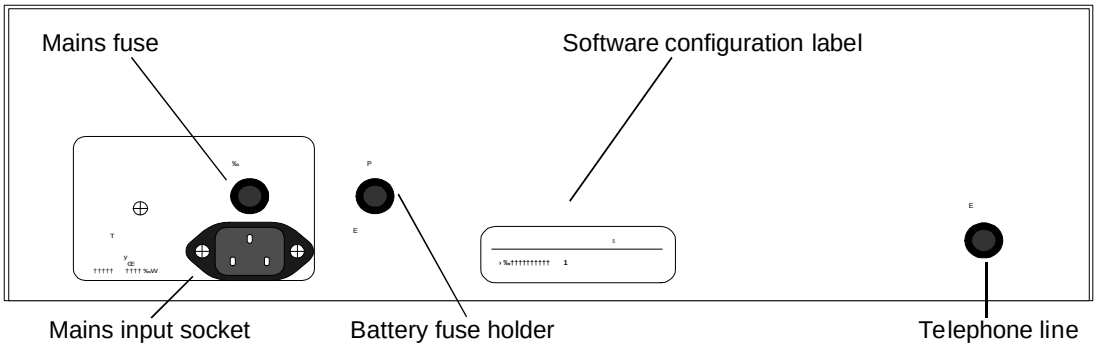
Connections On Front And Rear Panels - M310

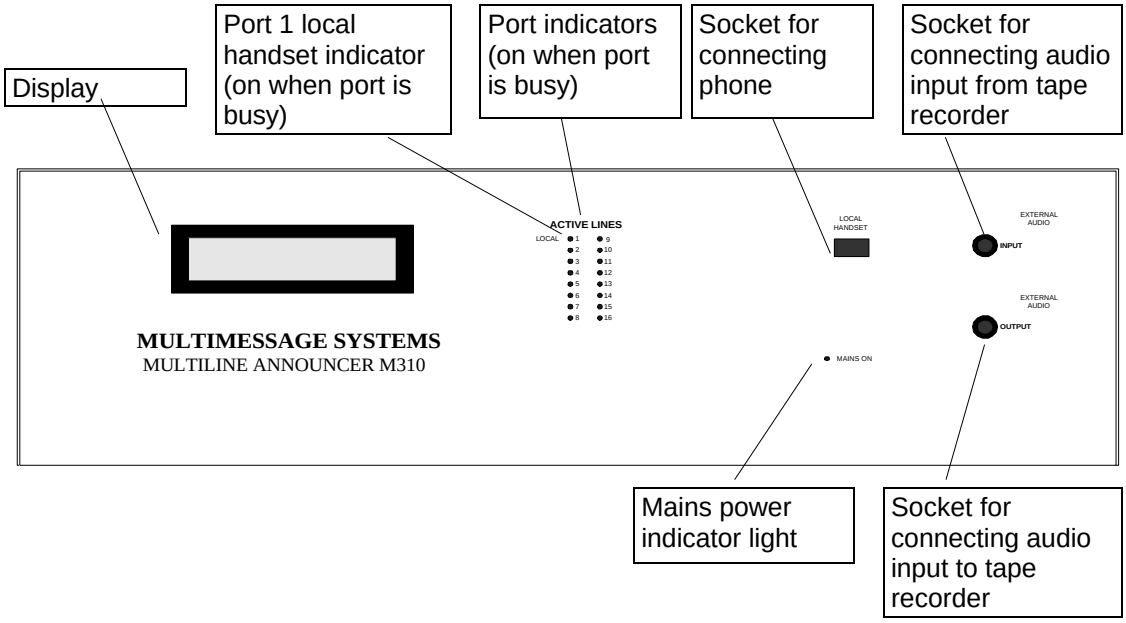
M310 Krone Strip Connection Details

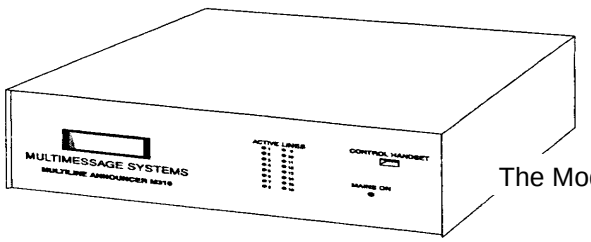
Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	2	3	4	5	6	7	8	9	10	11

Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	12	13	14	15	16	NU	NU	NU	NU	NU

NU = Not Used







The Model 310 Multi- Announcer

Connections on front and rear panels - M310L

M310 Krone Strip Connection Details

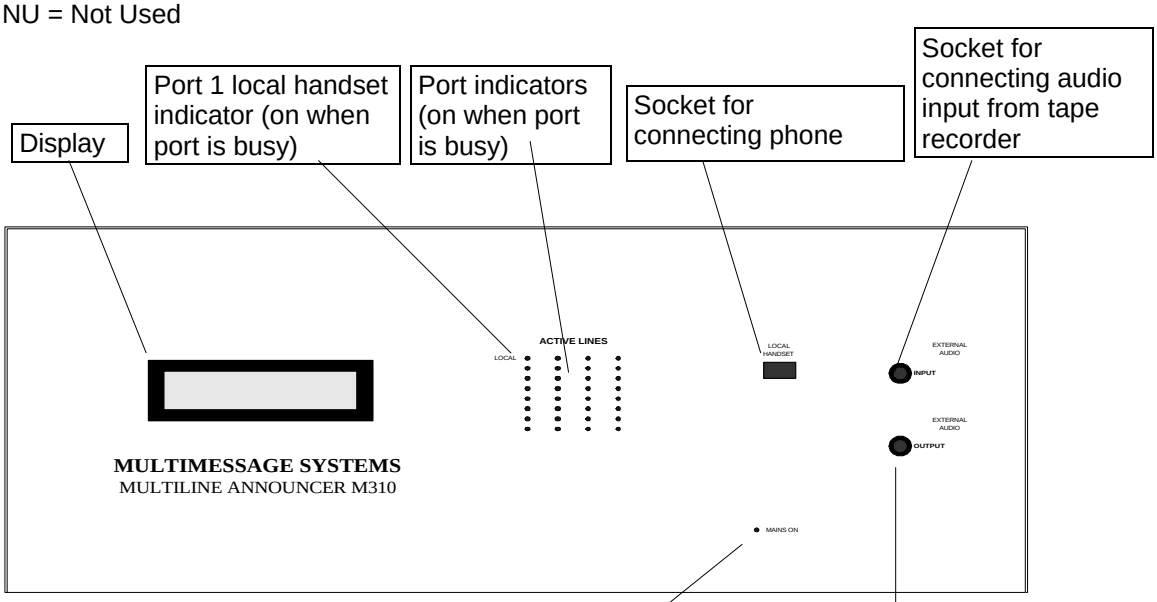
Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	2	3	4	5	6	7	8	9	10	11

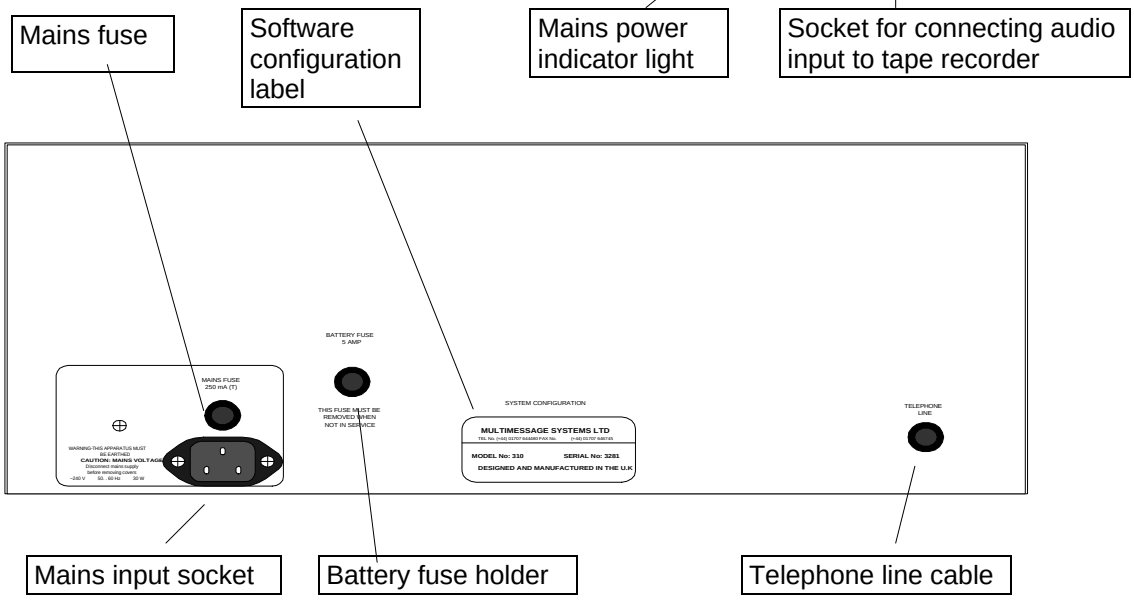
Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	12	13	14	15	16	17	18	19	20	21

Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	22	23	24	25	26	27	28	29	30	31

Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	32	NU	NU	NU	NU	NU	NU	NU	NU	NU

NU = Not Used





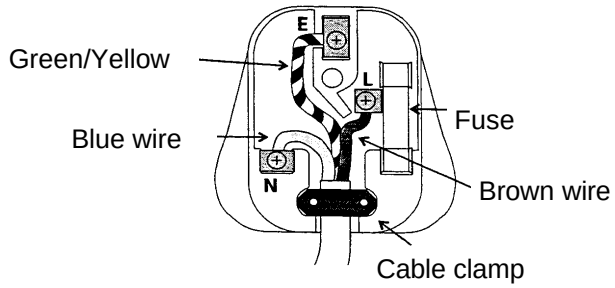
Safety information

Please be aware of this important safety information before you install or operate your Multi-Announcer. Only a simple telephone with tone dialling-such as the one supplied with the unit is to be connected to the **LOCAL HANDSET** port (see page 9). If you connect any other type of telephone, you may damage the unit and make it unsafe.

Your Multi-Announcer is supplied with a mains lead terminating in a moulded plug suitable for connection to a typical 240 V AC mains socket (standard in the UK). Normally, you should not attempt to remove this plug: however, if you need to fit a plug for operation outside the UK, please make sure you follow these instructions;

- Connect the wire which is coloured **BLUE** to the terminal marked with the letter **N** or coloured **BLACK.**
- Connect the wire which is coloured **BROWN** to the terminal marked with the letter **L** or coloured **RED.**
- Connect the wire which is coloured **GREEN** AND **YELLOW** to the terminal marked with the letter **E** or an **EARTH SYMBOL**, or coloured **GREEN** or **GREEN** AND **YELLOW.**

Fitting a plug



Installation Procedure

Please make sure you follow these steps in the correct order, and that you have read the safety information.

1 Carefully remove the unit from its plastic bag.

2 Plug the local handset in to the front socket marked ‘LOCAL HANDSET’.

3 Remove the battery fuse and holder from its bag. Fit it into the socket marked ‘BATTERY FUSE’ at the rear of the unit making sure it is **securely screwed in**. *(you can test this. After installation make a short test recording for announcement 1 then disconnect mains power for 5 minutes. After this, if you can play the announcement then all is well)*

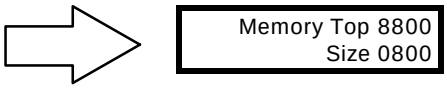
4 For the M311 plug the telephone line cords into the sockets marked ‘TELEPHONE LINES’ on the rear of the unit starting with the socket marked ‘2’. The socket marked ‘1’ cannot be used because the corresponding port is used for the local handset. Or for the M310 hardwire the lines on to the krone strips.

5 Plug the mains lead into the socket at the rear of the unit.

6 With the switch on the mains socket set to **Off**, plug the mains lead into the socket. Switch on at the socket.

Watch the display and check that it shows the correct information as follows:

When the Multi-Announcer is first switched on this is the information that appears on the screen. The unit checks the size of installed memory and displays the memory size.



The number displayed shows the amount of memory on your system.
You are now ready to set the system up to answer your callers. Go to **Read This First.**

Read This First

Menus

The system works via a series of menus-the display offers you a number of options, to be selected by pressing a key on the telephone. When you press a key, you may see another menu. Inviting you to choose a further option. When you first switch the system on, the display shows the size of installed memory. If you then lift the handset *(if an announcement is played, press the # key),* you see the Initial Menu, which looks like this:

- 1 to record an announcement
- 2 to play or delete an announcement
- 4 to assign the announcement to a line
- 5 to enable, inhibit, drop, zero
- 8 to set the time
- 9 to set the date

to see the 2nd menu

Function Displays

When you have pressed a key to select a function from the menu, the display may prompt you to key in some data. If you need to key in an announcement number, a port number, etc.. the display offers you a default value-usually the lowest one possible, e.g. Announcement 2. The number you can change now is blinking to indicate that you can key in a new digit. Alternatively, if you want to accept the value shown, just press the # key. If the number you enter is invalid the Multi-Announcer will offer a corrected value or ignore it and wait for you to key in a valid digit.

The Multi-Announcer accepts only appropriate button pushes at each step in a sequence. It ignores inappropriate button pushes where it is able to make such a decision. Where announcement numbers or line numbers need input-for instance to play an announcement-the Multi-Announcer offers default values. You can alter these values if you wish. The currently alterable digit blinks-just key in the new digit. Alternatively you can accept the offered value by pressing the # button.

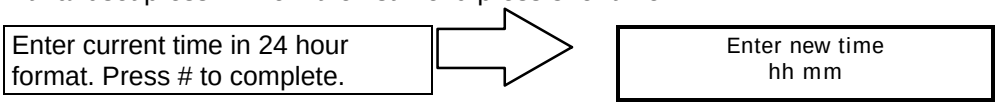
The # button-where a number is offered the # button accepts the number.

The ∗ button-in many places the ∗ button allows a correction to be made by backspacing to the previous digit, number or menu.

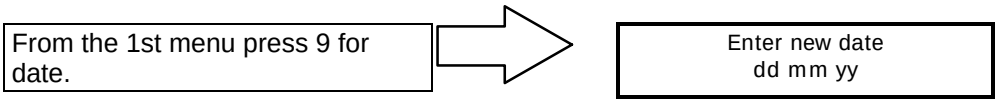
If the handset is replaced before a sequence is followed through to its usual ending then wherever possible the multi-announcer reverts to its condition before the sequence began. If the sequence has gone too far then it finishes as if the whole sequence had been followed. For instance if the handset is replaced when a recording is in progress then the recording is finished and stored as if the # button had been pressed.

Setting The Time And Date

Lift handset press #. From the 1st menu press 8 for time.



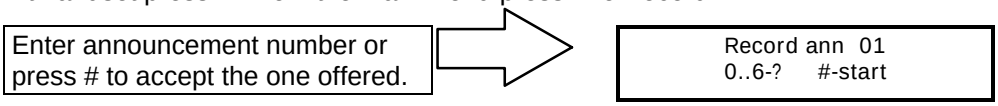
Press # again to return back to the menu.



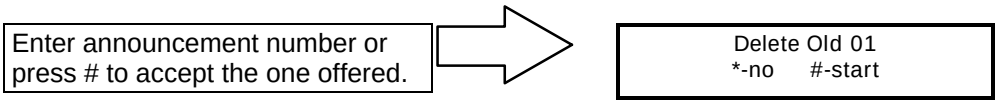
Enter current date. Press # to complete.

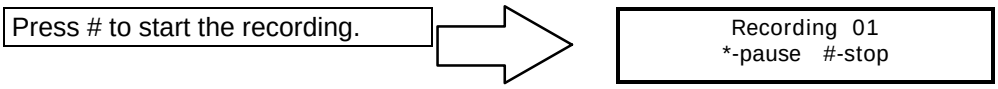
Record Announcements

Lift handset press #. From the main menu press 1 for record.

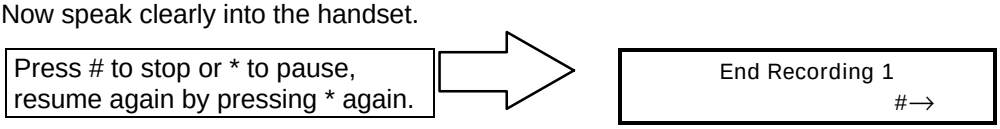


Or if the announcement exists.





Now speak clearly into the handset.



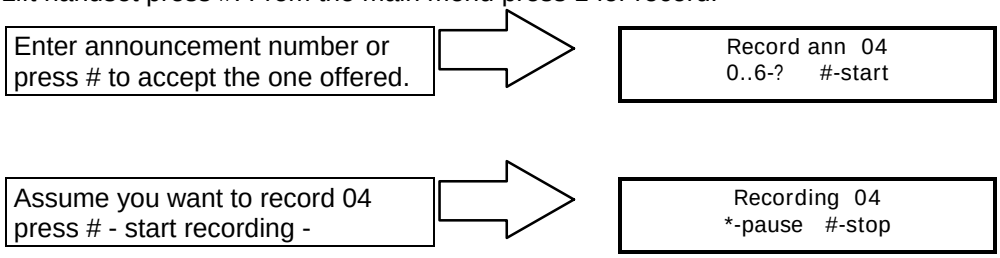
Press # to record your next announcement or ∗ to end your recording session.

RECORD TRANSFER TO AGENT

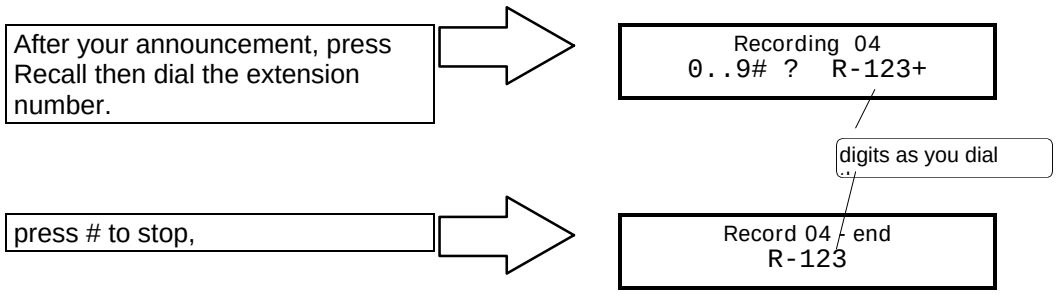
Any announcement recording may be converted to a transfer to an extension of the PBX. This facility is only to be used with the multi-announcer connected to extension ports of a PBX. It transfers calls to the extension number recorded by the following procedure. The PBX should be set-up so that in the case of this extension being busy or failing to answer, it will then transfer the caller to another phone extension which should be an attendant station or a general office group extension number.

Refer to your phone system users guide for instructions on how to transfer calls to other extension numbers. The multi-announcer will record your actions thus ensuring compatibility with most phone systems with tone dial phones on extension ports.

Lift handset press #. From the main menu press 1 for record.


Enter announcement number or press # to accept the one offered.
Record ann 04
0..6-? #-start
Assume you want to record 04 press # - start recording -
Recording 04
*-pause #-stop

You are being now recorded - speak your announcement into the handset
The following is the most common procedure:
" You being transferred to the reservations desk, please hold the line", press the Recall key then dial the extension number. (with some phone systems you may need to pause after pressing the Recall key).


After your announcement, press Recall then dial the extension number.
Recording 04
0..9# ? R-123+
digits as you dial
press # to stop,
Record 04 - end
R-123

Press # to record your next announcement or ∗ to end your recording session.

Example of Recordings to give Auto-attendant functions

In this example there are two different published telephone numbers one for the personnel department and the other for the training department. The company's Private Branch exchange (PBX) is set-up so the calls arriving for the personnel department are routed to ports 2,3,or 4 of the M310/M311 announcer system where these ports have had announcement 2 assigned to them. Calls arriving for the training department are routed to ports 5,6 or 7 of the M310/M311 announcer system where announcement 3 has been assigned to them.

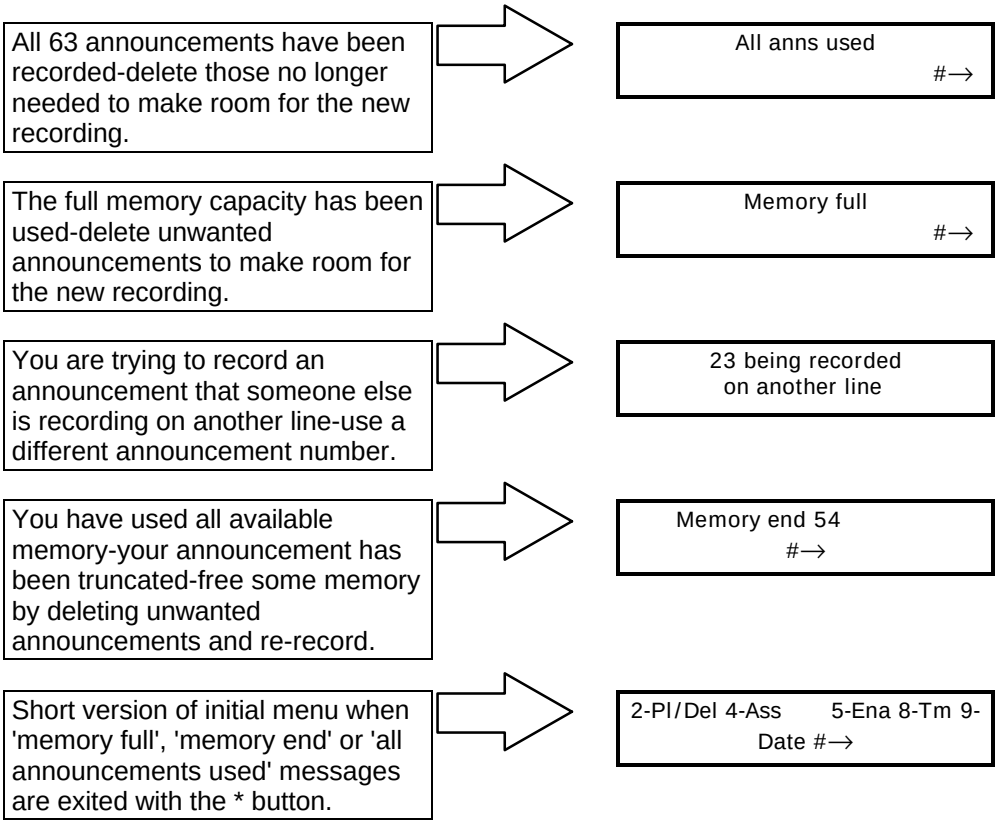
Ann Number	Text for **Announcements**	Assigned to ports
2	"**Great Bank Personnel Department. Dial 12 For assistance with any Personnel matter"** (3 sec pause) **"Dial 13 For Staff Benefit enquiries"** (3 sec pause) **"Please hold you are being transferred" recall 2303** (2 sec pause) **#**	2, 3 & 4
3	**"Great Bank Training Department. Dial 23 For Training Bookings & Administration"** (3 sec pause) **"Dial 24 For assistance with any other Training matter"** (3 sec pause) **"Please hold you are being transferred" recall 6003** (2 sec pause) **#**	5, 6 & 7
12	**"Please hold you are being transferred to a person dealing with Personnel matters" recall 2301** (2 sec pause) **#**	None
13	**"Please hold you are being transferred to a person dealing with Staff Benefits" recall 2302** (2 sec pause) **#**	None
23	**"Please hold you are being transferred to a person dealing with Training Bookings & Administration" recall 6001** (2 sec pause) **#**	None
24	**"Please hold you are being transferred to a person dealing with Training matters" recall 6002** (2 sec pause) **#**	None

Note the recall plus digits at the end of announcements 2 and 3. This ensures that callers who are not sure of their requirements, or are calling from an old non tone dialling phones, are routed to where general enquires are dealt with.

It is essential that the PBX is set-up so that callers are not returned to the same port of the M310/M311 announcer system which transferred them., where callers, due to all agents being busy or not answering, are not guaranteed to be answered. This problem may be resolved by routing failed calls to another port on the M310/M311 announcer system with the following announcement assigned.

63	**"We are very sorry no one is free to take your call at the moment please call back later"**	10

Other Displays During Record


All 63 announcements have been recorded-delete those no longer needed to make room for the new recording.
All anns used
#→
The full memory capacity has been used-delete unwanted announcements to make room for the new recording.
Memory full
#→
You are trying to record an announcement that someone else is recording on another line-use a different announcement number.
23 being recorded
on another line
You have used all available memory-your announcement has been truncated-free some memory by deleting unwanted announcements and re-record.
Memory end 54
#→
Short version of initial menu when 'memory full', 'memory end' or 'all announcements used' messages are exited with the * button.
2-Pl/Del 4-Ass 5-Ena 8-Tm 9-
Date #→

The External Input Socket

The external input socket may be used for recording speech or music. As an option it may be used to control the system by playing tone dialling (MF) control signal in between the required announcements.

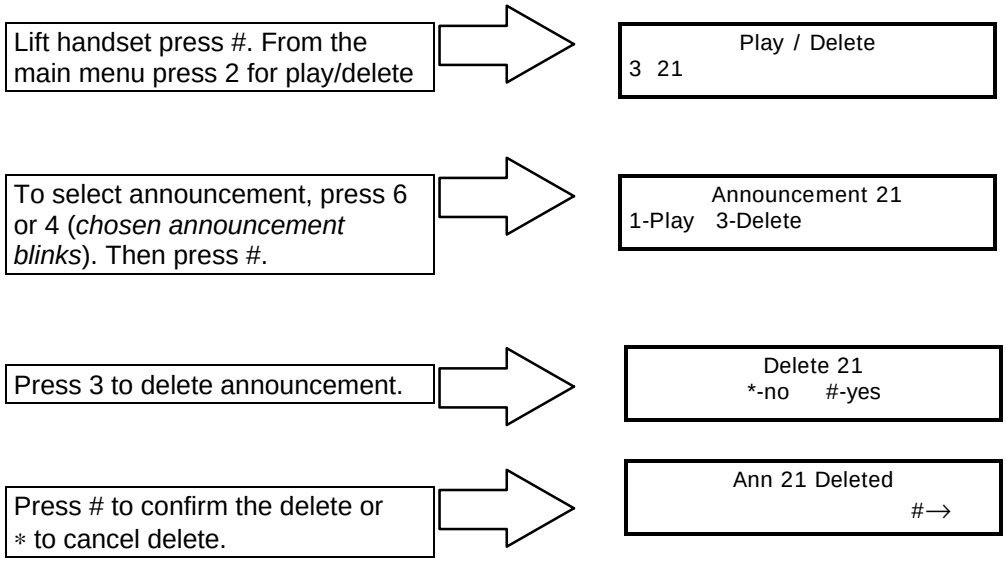
If speech with background music is required then follow the section 'Record Announcements' until it displays '# to start'. Start the CD Player (or Tape), press # key to start the recording, say your announcement, then press the # key to end the recording.

If speech from the handset is not required then follow the section 'Record Announcements' until it displays '# to start'. Press secrecy button *(to mute the handset microphone)*, start the CD Player (or Tape) when it reaches the section of music that you wish to record, press # key to start the recording, then press # key to end the recording.

To record a mixture of speech and music e.g. "You have been placed on hold, please wait ..*+*+". Follow the section 'Record Announcements' until it displays '# to start'. Press # key to start recording, once you have finished recording your speech press * to pause, press the secrecy button then start the CD Player (or Tape), press * to continue recording. Once the section of music wanted to record has finished press # key to end the recording.

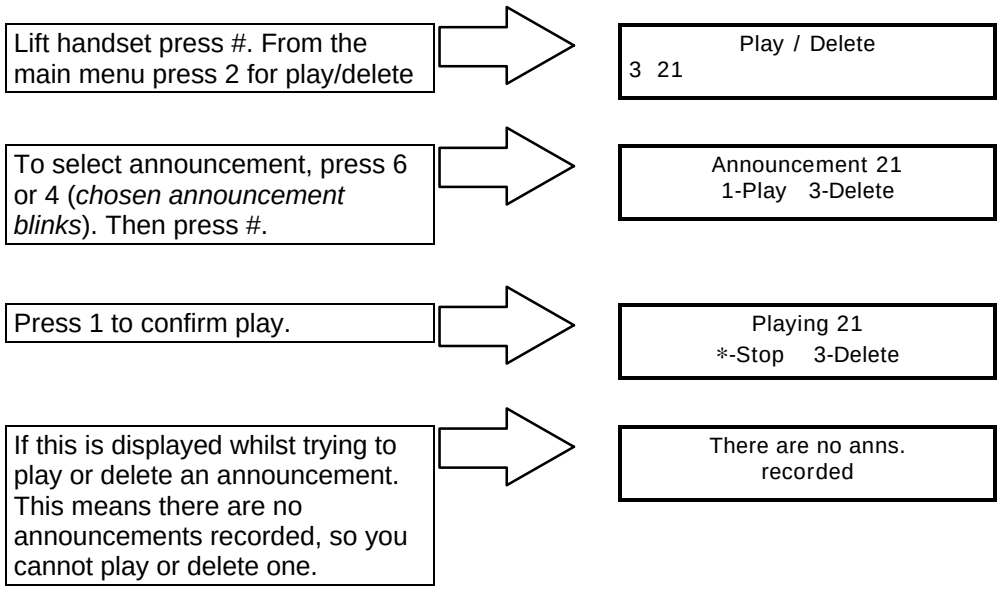
The level of music should be kept low to avoid the automatic gain control circuit from compressing the music. Replaying compressed music to the callers may cause the callers to be prematurely cut off where the port has dial tone clearing enabled.

Erasing Announcements


Lift handset press #. From the main menu press 2 for play/delete
Play / Delete
3 21
To select announcement, press 6 or 4 (*chosen announcement blinks*). Then press #.
Announcement 21
1-Play 3-Delete
Press 3 to delete announcement.
Delete 21
*-no #-yes
Press # to confirm the delete or ∗ to cancel delete.
Ann 21 Deleted
#→

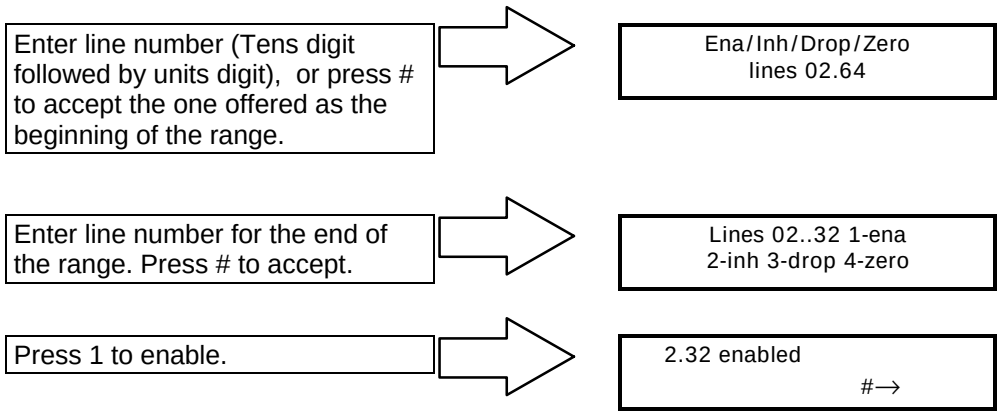
Press # twice to return back to the main menu.

Playing Announcements


Lift handset press #. From the main menu press 2 for play/delete
Play / Delete
3 21
To select announcement, press 6 or 4 (*chosen announcement blinks*). Then press #.
Announcement 21
1-Play 3-Delete
Press 1 to confirm play.
Playing 21
∗-Stop 3-Delete
If this is displayed whilst trying to play or delete an announcement. This means there are no announcements recorded, so you cannot play or delete one.
There are no anns. recorded

Enable Lines

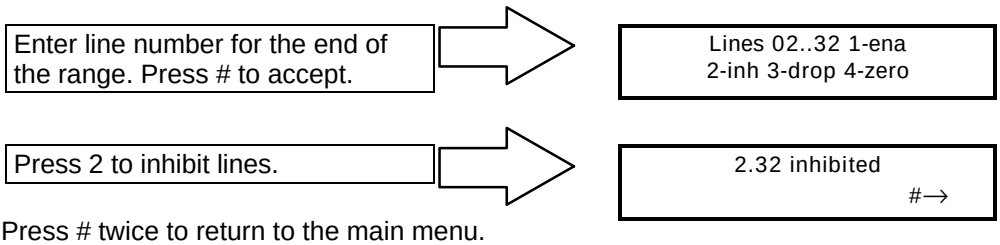
Lift handset press #. From the main menu press 5 for enable


Enter line number (Tens digit followed by units digit), or press # to accept the one offered as the beginning of the range.
Ena/Inh/Drop/Zero
lines 02.64
Enter line number for the end of the range. Press # to accept.
Lines 02..32 1-ena
2-inh 3-drop 4-zero
Press 1 to enable.
2.32 enabled
#→

Press # twice to return back to the main menu.

Inhibit Lines

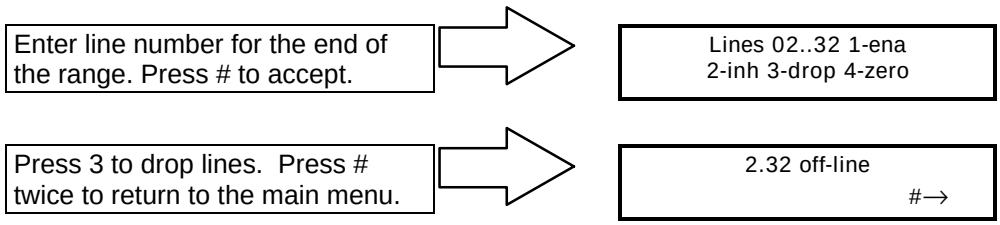
Follow the enable sequence until:


Enter line number for the end of the range. Press # to accept.
Lines 02..32 1-ena
2-inh 3-drop 4-zero
Press 2 to inhibit lines.
2.32 inhibited
#→

Press # twice to return to the main menu.

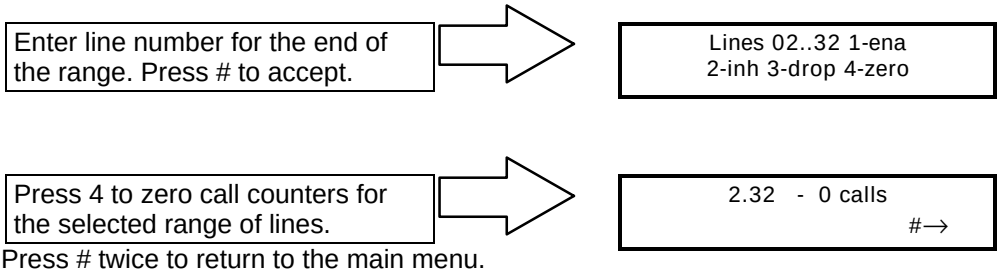
Drop Lines

This operation not only drops the affected lines it also inhibits them. Follow the enable sequence until:


Enter line number for the end of the range. Press # to accept.
Lines 02..32 1-ena
2-inh 3-drop 4-zero
Press 3 to drop lines. Press # twice to return to the main menu.
2.32 off-line
#→

Zero Calls

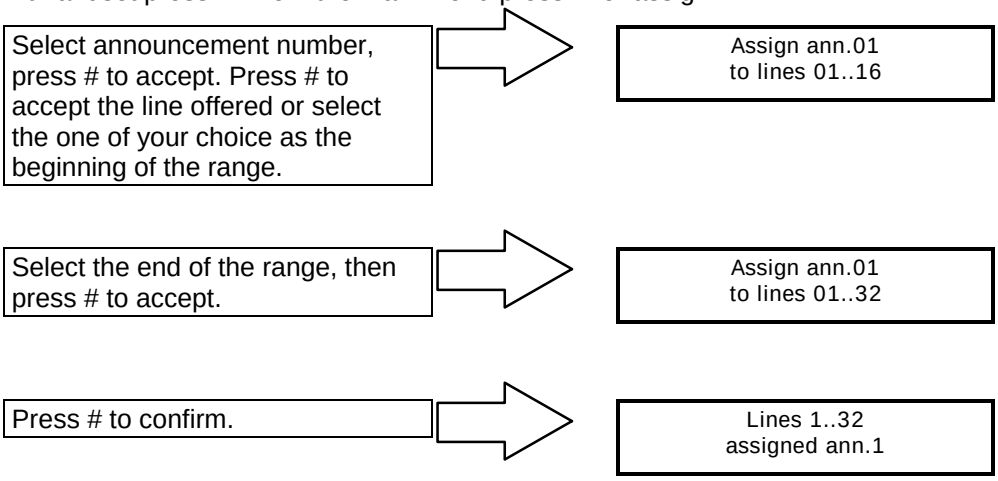
Follow the enable sequence until:


Enter line number for the end of the range. Press # to accept.
Lines 02..32 1-ena
2-inh 3-drop 4-zero
Press 4 to zero call counters for the selected range of lines.
2.32 - 0 calls
#→

Press # twice to return to the main menu.

Assign Announcement

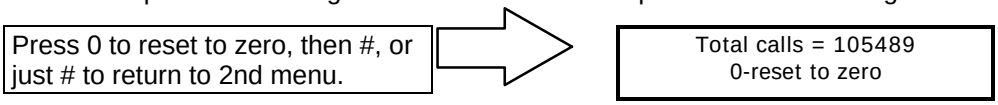
Lift handset press #. From the main menu press 4 for assign.


Select announcement number, press # to accept. Press # to accept the line offered or select the one of your choice as the beginning of the range.
Assign ann.01
to lines 01..16
Select the end of the range, then press # to accept.
Assign ann.01
to lines 01..32
Press # to confirm.
Lines 1..32
assigned ann.1

Press # to assign your next announcement or ∗ to end your assignment session.

Total Count Of Calls Received

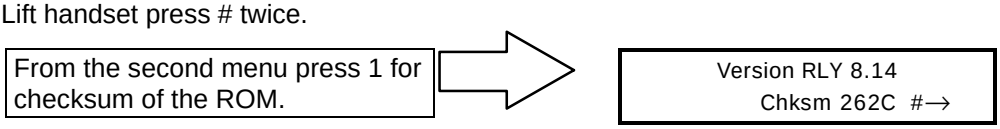
Lift handset press # and # again. From the 2nd menu press 2 to select the global counter.



Checksum

Lift handset press # twice.

From the second menu press 1 for checksum of the ROM.

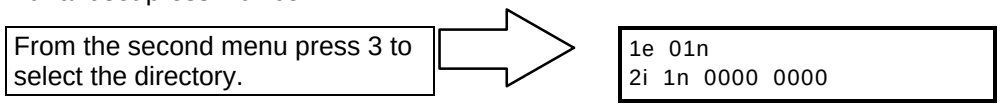


Press # twice to return back to the main menu.

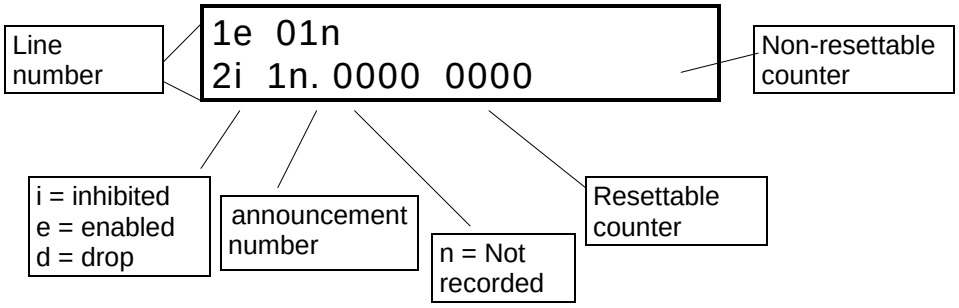
Directory Of Lines

Lift handset press # twice.

From the second menu press 3 to select the directory.



Press 8 or 2 to select the line you wish to review or change
Press ∗ twice to return back to the main menu.



To change announcement assignment for selected line

Press # then press announcement number then # to enter it
Press ∗ repeatedly to return back to the main menu.

To drop, inhibit or enable selected line

Press 4 (i, e or d now blink)
Press # then repeatedly press 5 until required status letter is displayed
then press # to accept it.
'd' will drop call in progress. 'i' will complete current call then not answer other calls. 'e' enables answering but only if the assigned announcement has been recorded.
Press ∗ repeatedly to return back to the main menu.

To reset line calls counter for selected line

Press 6 then 0
The call counter will be zeroed and the call counter for the next line will be presented so that many line counters may be zeroed by repeatedly pressing 0.
Press ∗ repeatedly to return back to the main menu.